



Duty Statement

Classification: **IT Specialist II**

Position Number: **275-809-1414-010**

HCM#: **2165**

JC-349477

Branch/Section: **Information Technology Services Branch/Data Center/Cloud Services**

Location: **Sacramento, California**

Telework: Office-centered

Working Title: **Senior Cloud Services Engineer**

Effective Date: **December 23, 2022**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ Yes ☒ No

The Information Technology Service Branch (ITSB) is a key member of the CalPERS executive management team and provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development staff, business development including business relations, business process improvement, and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

Under the administrative direction of the Information Technology Manager I, the IT Specialist II works independently as the recognized technical specialist responsible for researching, planning, designing, building, testing, implementing and maintaining the most complex public, private, and hybrid cloud services. The specialist is responsible for maintaining the most advanced level of knowledge of complex computer system hardware/software and must be able to perform assignments independently, possess excellent oral and written communication skills, and have strong collaborative skills. The specialist is expected to have expert knowledge in Azure and/or AWS cloud services, Dev-Ops methodologies and infrastructure as code deployments. In addition, the team provides expert opinions to support customer and Data Center initiatives. The Information Technology Specialist II position works primarily in the System Engineering domain.

Essential Functions

- 30% Works independently, participate and/or lead large teams on a variety of the most complex system support activities that deliver technical services to CalPERS' lines of business. Duties include but are not limited to the following: Perform 3rd level problem resolution and troubleshooting. Install, configure, test, monitor, improve, report and optimize the most complex system virtualization platform, cloud environment, and software configurations. Lead the implementation and execution of internal and industry standards, practices and processes for hardware, software and virtualization technologies. Provide recognized technical leadership consultation to customers, clients, staff and vendors on the most complex system and virtualization issues. Provide technical leadership and onsite coordination assistance during minor and major system continuous improvement and maintenance activities.
- 25% Perform a variety of the most complex analytical activities to address key business objectives and/or goals. Lead the identification, research, and analysis, evaluation and preparation of recommendations that address current and future issues, concerns, constraints, and technological solutions to strategic and tactical objectives defined by management. Lead the identification, development, and translation of business requirements into general and detailed technical specifications/designs and identify, develop, and present technical concepts to diverse audiences. Lead the identification, development and documentation of standards, practices and processes.

- 20% Lead a variety of complex project activities to implement enterprise business objectives. Lead the development of project and detailed development, test, and delivery plans independently and/or as part of a team. Identify, recommend, resolve, and report verbally and in writing project status/risks/progress/deviations. Lead individual project activities independently and/or as part of a team and perform diverse project role fulfillment (i.e. lead, technical subject matter expert, mentor, etc.).
- 10% Automate repetitive functions using Dev-opts methodologies, deploy core cloud infrastructure using infrastructure as code tools, and methods in order to ensure repeatability and consistency.

Marginal Functions

- 10% Perform a variety of administrative activities that provide efficiencies to CalPERS and the section. Duties include but are not limited to the following: Workload management and participate in special ad hoc committees, teams and projects, time reporting and procurements.
- 5% Provides direct mentoring/training to the junior level staff and to others through daily work assignments and on project initiatives. Monitors adherence to established practices, procedures, and standards set by CalPERS to ensure compliance. Reviews work by junior level staff and peers for completeness, accuracy, and fulfillment of requirements.

Desirable Qualifications

- Extensive technical experience and advanced expertise with Azure or AWS, O365 and hybrid cloud environments.
- Advanced expertise with Infrastructure as Code and Dev-Ops methodologies.
- Advanced knowledge of AD, DNS, and DHCP infrastructure services management and maintenance
- Manage cloud compute, network, and software defined storage deployments including promotion process, image management, deployment standards, data transfers, backup/restore, HA/DR, security, and virtual networking at scale.
- Monitor systems stability and performance and ensure system availability, reliability, and usability
- Advanced troubleshooting of complex problems, provide software fault diagnosis resolve operational issues, Interact with vendors, service teams, business leads, etc.
- Technical knowledge and experience with scripting languages.
- Experience with automated deployment technologies
- Configuration and operational experience with enterprise and hybrid cloud monitoring and management tools
- Passionate about technology and solving IT operations-focused problems
- Must be detail oriented, task driven, and have excellent oral and written communication skills
- Customer service focus is key

Working Conditions

- Occasional after hours support through remote phone support or on-site support during planned exercises and maintenance activities.
- May require monitoring a smart phone on evenings and weekends to ensure the 24x7 operations of the data center.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name:

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Name:

Supervisor Signature: _____ **Date:**